



# DEVON & SOMERSET FIRE & RESCUE AUTHORITY

M. Pearson  
CLERK TO THE AUTHORITY

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To: The Chair and Members of the Community  
Safety & Corporate Planning Committee

(see below)

SERVICE HEADQUARTERS  
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Your ref :  
Our ref : DSFRA/MP/SS  
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Date : 6 April 2016  
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**COMMUNITY SAFETY & CORPORATE PLANNING COMMITTEE**  
**(Devon and Somerset Fire and Rescue Authority)**

**Thursday, 14th April, 2016**

A meeting of the Community Safety & Corporate Planning Committee is to be held on the above date, **commencing at 10.00 am in Committee Room B in Somerset House, Service Headquarters, Exeter** to consider the following matters.

M. Pearson  
Clerk to the Authority

**A G E N D A**

***PLEASE REFER TO THE NOTES AT THE END OF THE AGENDA LISTING SHEETS***

- 1 Apologies**
- 2 Minutes of Previous Meeting held on 12 January 2016 (Pages 1 - 4)**
- 3 Items Requiring Urgent Attention**

Items which, in the opinion of the Chair, should be considered at the meeting as matters of urgency.

## **Part 1 - Open Committee**

### **4 Review of Performance Measures**

In September 2015, a refresh of the strategic plan was endorsed and as a result, 'Our Plan 2016-2021' was produced based on the three existing Strategic Priorities of:

- Priority 1: Public Safety
- Priority 2: Staff Safety
- Priority 3: Efficiency and Effectiveness.

To underpin the strategic priorities, 15 outcomes were established and alongside this, a wider review of internal performance measures is underway. These performance measures will be aligned to the Strategic Priorities and Outcomes. The ways in which the performance measures will be derived in future will be presented to the Committee at the meeting by the Area Manager – Analysis and Development - where Members will have an opportunity to feed their views into this process.

### **5 Rapid Intervention Vehicles Pilot Results and Next Steps (Pages 5 - 14)**

Report of the Area Manager – Response (CSCPC/16/2) attached.

### **6 Call Reduction - Unwanted Fire Signals Non-Attendance Policy Impact (Pages 15 - 18)**

Report of the Area Manager – Community Safety and Risk Reduction (CSCPC/16/3) attached.

### **7 Better Business for All (Pages 19 - 62)**

Report of the Area Manager – Community Safety and Risk Reduction (CSCPC/16/4) attached.

### **8 Regulatory Reform (Fire Safety) Order 2005 - Legal Action Taken**

Presentation to be given by the Area Manager – Community Safety and Risk Reduction – at the meeting.

**MEMBERS ARE REQUESTED TO SIGN THE ATTENDANCE REGISTER**

Membership:-

Councillors A Eastman (Chair), A Bown, V Ellery, R Hill, M Leaves and L Redman

## NOTES

- |    |   |
|----|---|
| 1. | <p><b><u>Access to Information</u></b><br/>Any person wishing to inspect any minutes, reports or lists of background papers relating to any item on this agenda should contact the person listed in the “Please ask for” section at the top of this agenda.</p>   |
| 2. | <p><b><u>Reporting of Meetings</u></b><br/>Any person attending a meeting may report (film, photograph or make an audio recording) on any part of the meeting which is open to the public – unless there is good reason not to do so, as directed by the Chairman - and use any communication method, including the internet and social media (Facebook, Twitter etc.), to publish, post or otherwise share the report. The Authority accepts no liability for the content or accuracy of any such report, which should not be construed as representing the official, Authority record of the meeting. Similarly, any views expressed in such reports should not be interpreted as representing the views of the Authority.<br/>Flash photography is not permitted and any filming must be done as unobtrusively as possible from a single fixed position without the use of any additional lighting; focusing only on those actively participating in the meeting and having regard also to the wishes of any member of the public present who may not wish to be filmed. As a matter of courtesy, anyone wishing to film proceedings is asked to advise the Chairman or the Democratic Services Officer in attendance so that all those present may be made aware that is happening.</p> |
| 3. | <p><b><u>Disclosable Pecuniary Interests (Authority Members only)</u></b><br/>If you have any disclosable pecuniary interests (as defined by Regulations) in any item(s) to be considered at this meeting then, unless you have previously obtained a dispensation from the Authority’s Monitoring Officer, you must:</p> <ul style="list-style-type: none"><li>(a) disclose any such interest at the time of commencement of consideration of the item in which you have the interest or, if later, as soon as it becomes apparent to you that you have such an interest;</li><li>(b) leave the meeting room during consideration of the item in which you have such an interest, taking no part in any discussion or decision thereon; and</li><li>(c) not seek to influence improperly any decision on the matter in which you have such an interest.</li></ul> <p>If the interest is sensitive (as agreed with the Monitoring Officer), you need not disclose the nature of the interest but merely that you have a disclosable pecuniary interest of a sensitive nature. You must still follow (b) and (c) above.</p>  |
| 4. | <p><b><u>Part 2 Reports</u></b><br/>Members are reminded that any Part 2 reports as circulated with the agenda for this meeting contain exempt information and should therefore be treated accordingly. They should not be disclosed or passed on to any other person(s). Members are also reminded of the need to dispose of such reports carefully and are therefore invited to return them to the Committee Secretary at the conclusion of the meeting for disposal.</p>   |
| 5. | <p><b><u>Substitute Members (Committee Meetings only)</u></b><br/>Members are reminded that, in accordance with Standing Order 35, the Clerk (or his representative) must be advised of any substitution prior to the start of the meeting. Members are also reminded that substitutions are not permitted for full Authority meetings.</p>   |

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## **COMMUNITY SAFETY AND CORPORATE PLANNING COMMITTEE**

(Devon and Somerset Fire and Rescue Authority)

12 January 2016

### Present:-

Councillors Bown, Eastman, Ellery, Hill, Redman and Thomas (vice Leaves).

### Apologies:-

Received from Councillor Colthorpe.

#### **\*CSCPC/9. Apologies**

In the absence of both the Chair and Vice Chair of the Committee, it was **RESOLVED** that Councillor Bown take the Chair for this meeting.

#### **\*CSCPC/10. Minutes**

**RESOLVED** that the Minutes of the meeting held on 23 September 2015 be signed as a correct record.

#### **CSCPC/11. Strategic Plan 'Our Plan': 2016 to 2021**

The Committee considered a report of the Chief Fire Officer (CSCPC/16/1) that set out the proposals for the Authority's Strategic Plan 'Our Plan': 2016 to 2021. The proposed Plan was an evolution of 'Our Plan 2015 to 2020, continuing the previously agreed longer term planning approach which would changes to be incorporated during the lifecycle of the Plan as appropriate. The strategic direction and content of the plan was aligned with the medium term financial plan to address the Service's anticipated funding requirements and to drive improvement. It also incorporates the requirements of the Integrated Risk Management planning process, aligning resources to risk accordingly.

The Service's three key strategic priorities remain as:

- Public safety;
- Staff safety;
- Efficiency and effectiveness.

It was noted that new strategic outcomes had been identified for each of the three key priorities and it was anticipated that this would improve the Service's ability to measure performance against the strategy.

The Chief Fire Officer stated that, since the report had been published, the Authority had received details of its financial settlement for 2016/17. This meant that the funding gap was £7.5million with £2.5million of savings required in 2016/17 and he outlined some of the actions that were being taken to address this, including the ongoing reductions in operational staff and the implementation of reductions in non-operational staff.

The Committee enquired as to the position on redundancy for non-operational staff. The Chief Fire Officer replied that this remained a possibility although staff would be given the opportunity to move into other roles wherever possible. The Authority had taken a decision in 2015 to reduce the redundancy multiplier to 1, the outcome of which was that voluntary redundancy was now no longer as attractive to individuals and the decision may need to be revisited if the Service wished to encourage staff to leave voluntarily.

Reference was also made to the position on Automatic Fire Alarm activations and whether the Service's revised approach had achieved the required outcome. The Chief Fire Officer advised that the number of calls and the subsequent road risk had already reduced but he would ask officers to review the policy to ensure that it was robust and that mechanisms were put into place to charge repeat offenders. He added that a report would be submitted to the next meeting to update the Committee on this matter.

Attention was drawn to the need to ensure that community safety activities in particular had a high profile in the media and it was suggested that this could be carried out via a monthly focus on these issues on programmes such as BBC Spotlight. The Chief Fire Officer indicated that the Service strived to gain as much coverage in the media as possible but that he would raise this specifically at a forthcoming with the Editor.

The Committee expressed its thanks to officers for the work that had been undertaken on what it felt was an excellent document, whereupon it was:

**RESOLVED** that the Devon and Somerset Fire and Rescue Authority be recommended to approve the Strategic Plan 'Our Plan 2016-2021' at its meeting on 19 February 2016.

**\*CSCPC/12. Review of the Community Safety Strategy**

The Committee received for information an update given by the Director of Operations at the meeting on the progress made to date in respect of the review of the Service's Community Safety Strategy.

It was noted that there was to be a fundamental review of the Community Safety Strategy which would be focussed on four key areas, namely:

- Improving information gathering and intelligence – to include learning from operational incidents, developing opportunities for gathering community intelligence and sharing data so the Service could learn more about its vulnerable communities;
- Targeting resources better – rationalising existing partnerships, improving the focus on the Service's key strategic aims and developing further opportunities for integrated service delivery;
- Community safety delivery – ensuring a more consistent approach to issues such as Drug Driving and Schools Education was in place;
- Performance management – ensuring clearer lines of management were in place with a clear focus on the Service's strategic aims.

The Committee recognised that fire was only one of the partners in the community safety field and enquired as to the contribution that others such as Red One could make. The Chief Fire Officer responded that there were areas in which Red One was already contributing such as in public health, giving assistance with bariatric patients. He added that there was a need to ensure that partners were aware of what the Service could offer in the future and also to consider other forms of income and funding for projects such as through SAFE South West. It was noted that there may also be opportunities for funding via the Hinckley C Social and Economic Fund and the Chief Fire Officer undertook to explore this further.

**\*CSCPC/13. Proposed Response Arrangements**

The Chief Fire Officer gave an oral update at the meeting on the proposed future response arrangements for the Service. It was noted that this involved a three tier response incorporating a range of different sized vehicles that could be mobilised according to the nature of the incident and the location, amongst other factors, to best match resources to risk. The Service was applying a “blended” approach involving the use of different types of vehicle for the future.

The Chief Fire Officer reported that the Service had already undertaken six months of a twelve month pilot on the use of Rapid Intervention Vehicles and as a result, there were clear advantages and disadvantages with the different types of vehicles being piloted. A specification was being drafted for the purposes of the procurement exercise for the proposed Rapid Intervention Vehicles and a report would be submitted to the next meeting of the Committee setting out the progress made.

**\* DENOTES DELEGATED MATTER WITH POWER TO ACT**

The meeting started at 10.00hours and finished at 12.07hours

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# Agenda Item 5

<b>REPORT REFERENCE NO.</b>	<b>CSCPC/16/2</b>
<b>MEETING</b>	<b>COMMUNITY SAFETY AND CORPORATE PLANNING</b>
<b>DATE OF MEETING</b>	<b>14 APRIL 2016</b>
<b>SUBJECT OF REPORT</b>	<b>RAPID INTERVENTION VEHICLES PILOT RESULTS AND NEXT STEPS</b>
<b>LEAD OFFICER</b>	<b>AREA MANAGER - RESPONSE</b>
<b>RECOMMENDATIONS</b>	<i>That the report be noted.</i>
<b>EXECUTIVE SUMMARY</b>	<p>This report summarises the results from the Rapid Intervention Vehicle (Rapid Intervention Vehicle) pilot that has taken place during 2015/16 and explains the next steps in determining a suitable vehicle for introduction into the operational fleet.</p> <p>Pilot vehicles were located at different stations to achieve the maximum usage in the shortest period of time. The pilot vehicles were not fully operational as no Mobile Data Terminal (MDT) was fitted so it was decided during the pilot to pair them up with an existing operational appliance. This would allow Fire Control to dispatch both appliances to a single incident as a control measure and safe system of working. Having the two appliances dispatched at the same time enabled an accurate comparison of arrival time and the effectiveness of the Rapid Intervention Vehicle concept.</p> <p>The results of the Rapid Intervention Vehicle pilot will help inform the Strategic Asset Review in developing the recommendations for our Emergency Response Asset (Emergency Response Asset) requirements.</p> <p>This will be achieved by using an objective methodology drawing data from a number of sources to include:</p> <ul style="list-style-type: none"> <li>• the Rapid Intervention Vehicle pilot,</li> <li>• a minimum of 5 years' worth of incident numbers, types &amp; equipment usage</li> <li>• the predicted algorithms of the Resource and Asset Modelling (RAM) tool</li> <li>• further Fire Service Emergency Cover (FSEC) validation</li> <li>• Identification of MOSAIC high risk output areas.</li> </ul>
<b>RESOURCE IMPLICATIONS</b>	As identified within paragraphs 4.9 to 4.12 of this report
<b>EQUALITY RISKS AND BENEFITS ANALYSIS (ERBA)</b>	N/a
<b>APPENDICES</b>	A. Range of vehicles and equipment evaluated during the Rapid Intervention Vehicle pilot.
<b>LIST OF BACKGROUND PAPERS</b>	N/a

## 1. **BACKGROUND**

- 1.1 The introduction of new Emergency Response Standards (ERS) in 2009 required the Service to evaluate its distribution of resources with the aim to improving response times, geographic cover whilst at the same time placing emphasis on local risk.
- 1.2 A full Service Delivery Review was undertaken between June 2009 and June 2011. The review examined a range of vehicles/equipment against a range of risk factors and modelled a number of possible vehicle distribution scenarios against the national Emergency Response Standards (ERS).
- 1.3 The Service Delivery Review found that the existing locations and distribution of vehicles and the distribution of equipment were not aligned to risk and are not standardised.
- 1.4 A Response Asset Blueprint for the future was produced and recommended that a 'Tiered Response' should be implemented. A significant number of smaller, lighter and more manoeuvrable fire appliances would be supported by a number of strategically located standard appliances or Medium Rescue Pumps (MRPs).
- 1.5 A project to design and build Light Rescue Pumps was initiated in 2011. These appliances have a gross weight of 8.5T and carry the equipment needed to cover 80% of the incident types that the Service is currently required to deal with.
- 1.6 Following the lessons learned from developing the Light Rescue Pump project, the Service wishes to take further advantage of modern technology and new ways of working to enhance its ability to meet our Public Safety and Firefighter Safety commitments and at the same time improve our efficiency and effectiveness.
- 1.7 It has been decided to explore a further range of different fire appliance configurations aligned to evidenced risk assessments to continue to improve our emergency response service.

## 2. **RAPID INTERVENTION VEHICLES**

- 2.1 In line with the Tiered Approach principles, the type of technology selected will be aligned to the risk and would incur minimum training time and costs for maximum effect on public and firefighter safety.
- 2.2 The Service had elected to run a pilot to examine a range of different Rapid Intervention Vehicle configurations to assess the following criteria:
  - Matching resources to risk – potentially allowing the sending of fewer Fire fighter resources (2/3) to incidents and allow them to either deal with or start to deal with the incident.
  - Firefighting from a point of relative safety i.e. outside the premises;
  - Suppressing the fire so that firefighters can subsequently be committed into a safer environments in terms of temperature and visibility;
  - Improving availability particularly at Retained Duty System (RDS) stations as these vehicles may be crewed by two/three/four personnel;
  - Improving Emergency Response Standards (ERS) performance as appliances could be mobile without waiting for 4/5 personnel;
  - Improving Community safety as a result of the above;

- Cost saving (approximately £100k as opposed to £180K (LRP) and £250K (MRP));
- Potentially reducing establishment at RDS stations; and,
- Reducing operating costs as the vehicle will have multiple functions (i.e. also used for co-responding) and potentially reduced servicing costs

#### Pilot Timescales and Rational

2.3 The pilot started in March 2015 and completed in February 2016. The pilot vehicles were located at different busy stations to achieve the maximum usage in the shortest period of time. As these vehicles were not fully operational (no Mobile Data Terminal carried) it was decided to pair them up with an existing operational appliance and Fire Control would dispatch both appliances to a single incident. Having the two appliances dispatched at the same time enabled an accurate comparison of arrival time and the effectiveness of the Rapid Intervention Vehicle concept.

2.4 Stations were requested to complete a survey for each instance for which an Rapid Intervention Vehicle has deployed irrespective of whether or not it was utilised at the incident.

#### Pilot Summary

2.5 The pilot has been an extremely successfully exercise. The process has provided not only a wealth of data on which to base an informed decision but also exposed the Rapid Intervention Vehicle concept to operational staff and enabled them to feedback comments.

2.6 Over the course of the pilot, Rapid Intervention Vehicles were called out 380 times and 300 survey reports were returned. On average response to 'Arrival at Scene' was 2 minutes faster than the standard appliance with a best figure of 10 minutes

2.7 The intention was that the Rapid Intervention Vehicle would be committed as soon as there were sufficient crew for that one vehicle and then the standard appliance would follow as soon as possible afterwards. Some stations waited for the full crew to turn out before deploying the Rapid Intervention Vehicle and so it is therefore likely that the average response time achieved is statistically low.

2.8 The Rapid Intervention Vehicle pilot vehicles were not fitted with a Mobile Data Terminal and so were reliant upon Control operators entering mobilisation and attendance timings into the incident narrative and the data hub's subsequent extraction for comparison.

2.9 However, despite this the Rapid Intervention Vehicle consistently arrived at the incidents quickly, well in advance of the main appliance. This enabled the crew to start to deal with the incident immediately preventing escalation. In addition, the rapid progress to incidents allowed early decisions and planning to be undertaken.

2.10 The range of vehicles and equipment tested during the pilot is set out at Appendix A to this report for information.

### 3. **KEY ISSUES AND CONCLUSIONS**

- 3.1 The pilot has demonstrated that the concept of a Rapid Intervention Vehicle is sound. However, the use of a petrol engine separate from the vehicle engine to drive the fire pump reported a number of major issues which included noise and potentially excessive carbon monoxide levels exposure for pump operators and is therefore not a viable option going forward. The proposed solution is to revert to a traditional vehicle engine driven Power Take Off (PTO) to drive the fire pump.
- 3.2 A consistent message from the crews taking part in the pilot was that, given sufficient water and equipment, this vehicle would be capable of dealing with a reasonable number of incident types alone and a significant number when supported by a Light or Medium Rescue Pump (LRP/MRP).
- 3.3 A further opportunity to test the Rapid Intervention Vehicle concept presented itself towards the end of the pilot in that the Service acquired the loan of an additional vehicle to test. Whilst this vehicle was not considered the complete solution to Service requirements, it had the benefit of encompassing potential solutions to a number of the issues which were already being identified in the pilot. The additional vehicle is shown in the picture below.



### 4. **EMERGENCY RESPONSE ASSET (Emergency Response Asset) REVIEW**

- 4.1 The tiered approach concept was developed in recognition of the fact that risk and demand are changing and varies greatly across the Service. It also acknowledged that the ability of crews (especially those at quieter retained stations) to maintain competence across the broad range of incidents is becoming increasingly difficult. In addition, evidence suggests that most equipment carried on our frontline fire appliances was rarely, if ever, used.
- 4.2 The risk profile of Devon and Somerset Fire and Rescue Service has been changing over a number of years, between 2010 and 2015:
- Primary fires have decreased by 19%;
  - Secondary fires have decreased by 40%;
  - Chimney fires have decreased by 36%;

- All false alarms have decreased by 22% ;
- Special service calls have decreased by 7%; and,
- Co-responding has increased by 62%

- 4.3 The Service now has a greater understanding about the risks our Firefighters are likely to face and, consequently, the way they are equipped and trained should alter accordingly. In addition, and from a purely economic perspective, it does not make sense to provide expensive assets that are rarely used and may not be entirely fit for purpose.
- 4.4 The tiered approach is therefore predicated on a principle that all staff are trained and equipped to deal with the types of incidents that they are most likely to face on a day to day basis (tier 1), based on our analysis of risk and demand. Beyond that enhanced levels of support are provided (tier 2) and (tier 3) through strategically located assets across the organisation, again located based on risk and demand.

#### Methodology

- 4.5 In developing recommendations for the Emergency Response Asset requirements, an objective methodology has been adopted supported by data from a minimum of 5 years' worth of incident numbers, types & equipment usage. There is also the predicted algorithms of the Resources and Asset Modelling (RAM) tool with further Fire Services Emergency Cover (FSEC) validation plus identification of MOSAIC high risk output areas.
- 4.6 The main data streams being analysed take into account:
- Risk (Number of primary fires & RTC);
  - Demand (Number of incidents and turnouts);
  - Availability (Hours off the run);
  - Estates requirements (Commercial interest in the estate and importance of existing location);
  - AFA information;
  - Co – Responding; and,
  - Time & Distance to nearest supporting Emergency Response Assets.
- 4.7 Using the above, a matrix is being developed to assess the required type, number and location of Emergency Response Assets, together with a suggested/potential order of any future implementation. Based on this methodology, it was originally identified that potentially, the following type of vehicles could provide the basis of the Service's Emergency Response Assets requirements for the next five years:
- 3 vehicle type solution – Medium Rescue Pump, Light Rescue Pump, Rapid Intervention Vehicle;
  - 4 vehicle type solution Medium Rescue Pump, Light Rescue Pump (Enhanced), Light Rescue Pump, Rapid Intervention Vehicle;
- 4.8 The number and type of vehicles involved will differ according to the location and speed and weight of response required and this has been mapped to give two options that are being considered.

## Financial Implications (Capital & Revenue)

4.9 The actual numbers of tier 1 and 2 Emergency Response Assets remains the same although the type of vehicle changes. This offers the potential for revenue and capital savings based on reductions in:

- unit costs (per vehicle);
- equipment costs;
- running and servicing costs (per vehicle); and,
- capital financing.

4.10 To illustrate the potential savings, the current costs (Capital) for tier 1 and 2 assets are set out below:

Tier 1 and 2 Emergency Response Assets	Present	Capital Costs	Revenue Costs (including servicing)
MRP	85	£19.125m	£4.114m
LRP	36	£6.120m	£0.995m
Total	121	£25.245m	£5.109m

4.11 For the two options under consideration, the potential savings generated may be in the region of between £5.0m and £7.5m in capital and £1.7m and £2.0m in revenue, depending on which option is pursued.

## 5. **POTENTIAL IMPROVEMENTS IN PUBLIC SAFETY**

### Through Improvements in Availability Performance

5.1 One of the key benefits of introducing an Emergency Response Asset that may respond with 2+ personnel is the potential improvement in availability of Emergency Response Asset's able to respond to incidents on a daily basis. Based on availability performance for 2015, without any other actions being instigated a phased introduction of 15 Rapid Intervention Vehicle's per year would see:

- Year 1 - an 8% availability improvement service wide
- Year 2 - a further 5% availability improvement service wide
- Year 3 - a further 4% availability improvement service wide

5.2 This information is based on data taken from Gartan (availability system) January – December 2015. Improvement measured when crew numbers and skills allow mobilising with two personnel and assumes that the Rapid Intervention Vehicles are introduced at the recommended stations in the order prescribed.

### Through Improvements in Response times

5.3 The above potential changes to Emergency Response Asset types were run through the Fire Services Emergency Cover software to see the impact on dwelling fire life-risk. The software modelling predicts that the introduction of 45 Rapid Intervention Vehicle does will improve life risk to the extent that an additional life every 31 years will be saved.

5.4 This figure improves to an additional life saved every 6 years if the total turn out to in attendance time is reduced by just 1 minute. As indicated earlier in this report, the results of the Rapid Intervention Vehicle pilot demonstrated an on average improvement of 2 minutes in this measure.

6. **NEXT STEPS**

6.1 The procurement process has already started with the production of the 'User and Technical Requirement Specification'. This work draws on the Service's recent experience of designing and delivering the fleet of Light Rescue Pumps that has been underway for the last four years.

6.2 To ensure the vehicle is fit for purpose a user group has been established, drawn from a broad spectrum of backgrounds and experience. The group includes uniformed fire officers, technical experts and Trade Union representatives. The requirement specification is due to be complete by May 2016. The procurement process uses an open approach with the aim of encouraging both established fire service suppliers and new companies to engage and compete for the contract to deliver this new type of appliance. It is planned to award this new contract by March 2017.

**STEVE WEST**  
**Area Manager - Response**

**RANGE OF VEHICLES AND EQUIPMENT EVALUATED IN THE PILOT**

**Option 1**

VW T5 3.2T Van with a Brendon Pump powered by a 16HP Honda petrol driven engine



**Option 2**

VW T5 3.2T Van with a Vehicle Misting Systems Pump driven by a 6.5HP Briggs & Stratton Vanguard pump





**Option 3a**

Toyota Hilux 3.5T Pickup with a Briggs and Stratton petrol engine driving a Hale HPX 75 pump



**Option 3b**

Isuzu 3.5T Pickup with a Briggs and Stratton petrol engine driving a Hale HPX 75 pump



**Option 4**

Mercedes Sprinter (MWB) 5T van with a Briggs and Stratton petrol engine driving a Hale HPX 75 Pump



**Option 5**

Mercedes Sprinter (LWB) 5.3T van with a Briggs and Stratton petrol engine driving a Hale HPX 75 Pump



**Option 6** Iveco Daily

6.7T crew cab with a PTO driven Godiva 20/10 pump



# Agenda Item 6

<b>REPORT REFERENCE NO.</b>	<b>CSCP/16/3</b>
<b>MEETING</b>	<b>COMMUNITY SAFETY AND CORPORATE PLANNING COMMITTEE</b>
<b>DATE OF MEETING</b>	<b>14 APRIL 2016</b>
<b>SUBJECT OF REPORT</b>	<b>CALL REDUCTION - UNWANTED FIRE SIGNALS NON-ATTENDANCE POLICY IMPACT</b>
<b>LEAD OFFICER</b>	<b>AREA MANAGER - COMMUNITY SAFETY AND RISK REDUCTION</b>
<b>RECOMMENDATIONS</b>	<i>That the report be noted.</i>
<b>EXECUTIVE SUMMARY</b>	<p>On 1 November 2013, the Service implemented the current Call Reduction Unwanted Fire Signals Non-attendance policy. An excerpt from the policy can be seen below:</p> <p><i>“From the 1st November 2013, Devon &amp; Somerset Fire &amp; Rescue (DSFRS) will no longer attend Automatic Fire Alarm (AFA) calls unless the building’s occupants can confirm that there is a fire. This non-attendance policy will apply between the hours of 0800 to 1800, Monday to Friday, but will only relate to the Non-Residential property types”.</i></p> <p>The report was commissioned by Dave Powlesland (Call Reduction Manager) to evidence the impact of the implementation of the Call Reduction Non-attendance Policy in November 2013.</p>
<b>RESOURCE IMPLICATIONS</b>	As set out within section 3 of this report.
<b>EQUALITY RISKS AND BENEFITS ANALYSIS (ERBA)</b>	The ERBA was originally completed in 2011 and was reviewed (in draft) in 2015.
<b>APPENDICES</b>	Call Reduction Unwanted Fire Signals Non-Attendance Policy Impact Report
<b>LIST OF BACKGROUND PAPERS</b>	None.

1. **INTRODUCTION**

1.1 On the 1st November 2013, the Service implemented the current Call Reduction Unwanted Fire Signals Non-attendance policy. An excerpt from the policy can be seen below:

*“From the 1st November 2013, Devon & Somerset Fire & Rescue Service (DSFRS) will no longer attend Automatic Fire Alarm (AFA) calls unless the building’s occupants can confirm that there is a fire. This non-attendance policy will apply between the hours of 0800 to 1800, Monday to Friday, but will only relate to the Non-Residential property types”.*

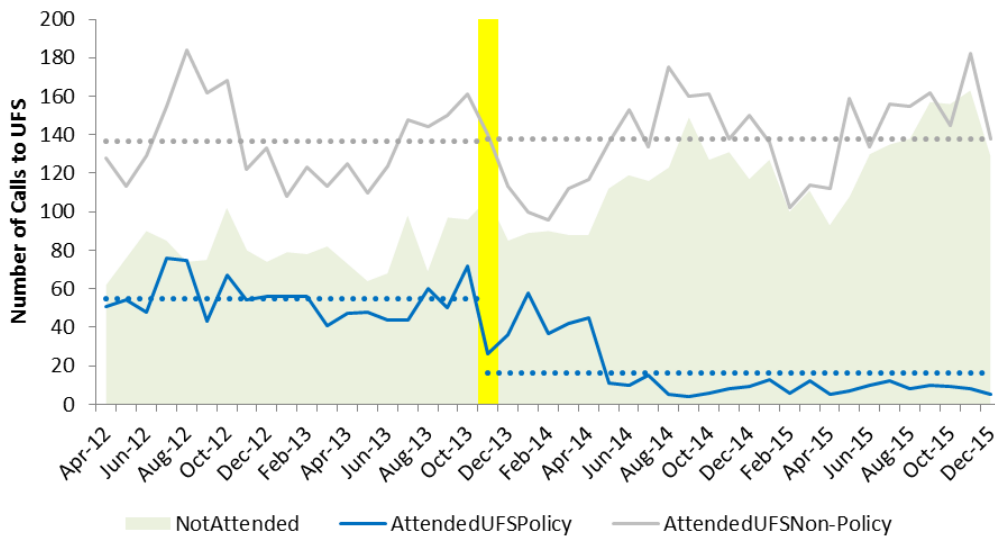
1.2 This report was commissioned by the Service to evidence the impact of the implementation of the Call Reduction Non-attendance Policy in November 2013. The results are set out in more detail in the paragraphs below.

2. **FINDINGS**

2.1 **Policy Incidents** - The chart at Figure 1 below shows information for the time period covered by the policy.

Fig.1

**Fig.1 Unwanted Fire Signals by Premises Type (Covered/Not Covered by Policy) 0800 to 1800hrs Monday-Friday**



2.2 Attendance at incidents for the time period from **0800-1800 Monday to Friday has decreased significantly since the introduction of the current policy** with the Service attending an average of 16 incidents per month to premises covered by the policy, a **reduction of 71%** compared to pre-implementation average of 55.

3. **FINANCIAL IMPLICATIONS**

3.1 Costs are based on the standard charge for attendance of an appliance of £303.45 per hour or part thereof.

3.2 The table below shows the estimated average cost per month of attendance to Unwanted Fire Signals between 0800 and 1800hrs for the pre and post-implementation periods and the difference between them.

Average Cost per Month of Attendance to Unwanted Fire Signals	All Premises	Premises Covered by Policy	Premises Not Covered by Policy*
Pre-Implementation	£45,789	£17,824	£27,965
Post-Implementation	£29,341	£5,357	£23,984
<b>Difference</b>	<b>-£16,448</b>	<b>-£12,467</b>	<b>-£3,981</b>

3.3 The information above indicates that the policy has contributed to savings of approximately **£12,467 per month** since it was implemented, an annual figure of **£149,604**.

3.4 The additional **£3,381 per month** saving from premises not covered by the policy may be due to the discrepancy between the premises type identified at time of call and that which is completed on the Incident Recording System (IRS) so may also be as a result of the policy. If taken into account, the saving increases to **£16,448 per month**, an annual figure of **£197,367**.

#### 4. **RECOMMENDATION**

4.1 That the report be noted.

**NEIL BLACKBURN**  
**Area Manager – Community Safety and Risk Reduction**

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# Agenda Item 7

<b>REPORT REFERENCE NO.</b>	<b>CSCPC/16/4</b>
<b>MEETING</b>	<b>COMMUNITY SAFETY &amp; CORPORATE PLANNING COMMITTEE</b>
<b>DATE OF MEETING</b>	<b>14 APRIL 2016</b>
<b>SUBJECT OF REPORT</b>	<b>BETTER BUSINESS FOR ALL</b>
<b>LEAD OFFICER</b>	<b>AREA MANAGER – COMMUNITY SAFETY &amp; RISK REDUCTION</b>
<b>RECOMMENDATIONS</b>	Devon and Somerset Fire and Rescue Authority continues to promote and support the Better Business for All programme.
<b>EXECUTIVE SUMMARY</b>	<p>The Community Safety Protection Department includes the Better Business for All programme as part of the delivery strategy to support local businesses and promote the wider economic growth agenda. The aim is to save businesses from the impact of fire through preventative and protective measures, whilst achieving this in the most cost effective and consistent manner.</p> <p>Better Business for All (“BBfA”) is a regulators alliance that includes Devon and Somerset Fire and Rescue Service, Trading Standards and Environmental Health, along with Local Authority Economic Development Teams. It aims to:</p> <ul style="list-style-type: none"> <li>• Simplify and rationalise business support in local areas, and ensuring that national and local support offers are joined up for businesses.</li> <li>• Provide a single access point for business support, bringing together both Government offers and local offers, so businesses get what they need wherever they start their journey.</li> <li>• Bringing together public and private sector support, for example that offered by local authorities, universities, chambers of commerce and enterprise agencies.</li> <li>• Provides website/telephone/email support/the one door/no wrong door for businesses looking for business support.</li> <li>• Start-up workshops/clinics</li> <li>• Partnerships/facilitation support, working with national and local delivery partners.</li> <li>• FTE business advisors working across innovation centres and rural areas, organising clinics and ensuring join up with other delivery mechanisms.</li> </ul> <p>The Government is committed to lifting the regulatory burdens on businesses and creating a local regulatory environment that helps to support business growth. The BBfA programme is an established approach to better regulation. It provides a model for partnership working between businesses and regulators focusing on changing the culture of regulatory delivery at a local level.</p>

	It encourages all parties to work together and share information to allow local economies to prosper and grow.
<b>RESOURCE IMPLICATIONS</b>	Business as usual – part of the Community Safety Protection Department delivery strategy to support business.
<b>EQUALITY RISKS AND BENEFITS ANALYSIS (ERBA)</b>	No negative impacts identified
<b>APPENDICES</b>	<p>Appendix 1- BBFA survey report;</p> <p>Appendix 2 - BBfA Regulatory Services Partnership (RSP) Terms of Reference;</p> <p>Appendix 3 - Devon &amp; Somerset Better Business for All - steering group terms of reference</p> <p>Appendix 4 - DSFRS case study showing support to businesses - Fire Safety Risk Assessors Seminar</p>
<b>LIST OF BACKGROUND PAPERS</b>	Outline of description of Better Business for All programme



**Policy, Performance and Review Team**



# **Devon & Somerset Better Business for All Consultation Report April 2015**

<b>Method</b>	<b>Number of questionnaires</b>
<b>Total on-line</b>	<b>198</b>

**This survey was open between 26 January 2015 and 29 March 2015**



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# 1. Introduction

Local regulators across Devon and Somerset are committed to supporting businesses by providing advice and guidance that helps them understand and meet their responsibilities. To help do this 15 Local Authorities collaborated on a survey to gather feedback from business operators. For the purposes of this survey, 'regulation' and 'regulators' means services like Food Safety, Health & Safety, Licensing, Trading Standards and Fire & Rescue but not Traffic Wardens or Planning.

Regulation can be difficult to navigate, the aim is to simplify the process and develop better relationships between businesses and regulators. Feedback will be used to develop Better Business for All, a more focused way of working together that aims to support businesses by making regulations easier to access and understand.

## 2. Methodology

This survey was open between 26 January 2015 and 29 March 2015. The questions were developed by representatives from the different Local Authorities. An on-line survey was published on the Torbay Council and other Local Authority websites, and in addition was promoted in the local media for each area. A telemarketing company was employed to call businesses and complete the questionnaire with them over the phone. Some questions allowed respondents to make written comments. These comments have been categorised into popular themes for this report. The numbers in brackets within the tables indicate the number of responses in that theme. Individual comments may be classified under more than one theme. All comments from respondents have been passed on to relevant colleagues in the Community Safety Department.

## 3. Summary of results

- Torbay and North Devon had the most responses out of all the 15 Local Authorities, each with 15.7% of the total. Teignbridge and South Hams followed with 13.1% and 12.1% of the total responses respectively.
- Most respondents felt confident and comfortable seeking advice and assistance from regulators at 77.8% of respondents.
- Only a third of respondents would be willing to pay for specific business advice, support or training on regulatory matters (33.3%) compared to nearly two thirds that would not (64.6%).
- 81.3% of respondents would find a single point of contact for regulatory matters either very or fairly helpful.

## 4. Results

### 1. Which Local Authority is your business located in?

	Number	Percent
Torbay Council	31	15.7%
North Devon District Council	30	15.7%
Teignbridge District Council	26	13.1%
South Hams District Council	24	12.1%
Mendip District Council	13	6.6%
Plymouth City Council	13	6.6%
East Devon District Council	11	5.6%
Mid Devon District Council	10	5.1%
West Somerset Council	9	4.5%
Exeter City Council	7	3.5%
West Devon Borough Council	6	3.0%
South Somerset District Council	5	2.5%
Taunton Deane Borough Council	5	2.5%
Sedgemoor District Council	3	1.5%
Torridge District Council	2	1.0%
No response	3	1.0%
<b>Total</b>	<b>198</b>	<b>100%</b>

### 2. How many employees do you have?

	Number	Percent
None	37	18.7%
1-10	101	51.0%
11-50	43	21.7%
51-250	14	7.1%
251-1000	2	1.0%
More than 1000	1	0.5%
No response	0	0.0%
<b>Total</b>	<b>198</b>	<b>100%</b>

**3. How long has your business been trading?**

	<b>Number</b>	<b>Percent</b>
Less than 1 year	14	7.1%
1-3 years	33	16.7%
4-5 years	24	12.1%
6-20 years	56	28.3%
More than 20 years	68	34.3%
No response	3	1.5%
<b>Total</b>	<b>198</b>	<b>100%</b>

**4. What sector does your business mainly operate in?**

	<b>Number</b>	<b>Percent</b>
Hospitality (including food service)	99	50.0%
No response	36	18.2%
Retail	28	14.1%
Manufacturing	13	6.6%
Construction	7	3.5%
Motor	6	3.0%
Wholesale	5	2.5%
Transport and storage	2	1.0%
Agriculture	2	1.0%
Finance	0	0.0%
<b>Total</b>	<b>198</b>	<b>100%</b>

Respondents were asked to select one answer from the list above or comment in the box provided for other answers. Some respondents made a choice from both the list and wrote a comment in the “other” box.

## Other

This question allowed respondents to make written comments. These comments have been categorised into popular themes. The numbers in brackets indicate the number of responses in that theme. Individual comments may be classified under more than one theme.

Category	Comments made by respondents
<b>Other (11)</b>	<i>“Arts”</i> <i>“Business Improvement Consultancy”</i> <i>“Jewellery Repair”</i>
<b>Education (8)</b>	<i>“Early Years Education”</i> <i>“Day nursery and pre-school”</i>
<b>Care (6)</b>	<i>“Day centre for learning disabilities and the elderly”</i> <i>“Charitable elderly support”</i>
<b>Food (6)</b>	<i>“Delivery of frozen meals to customers homes”</i> <i>“Jams, chutneys and garden produce”</i>
<b>Leisure and Tourism (5)</b>	<i>“Salon spa &amp; Christian retreat”</i>
<b>Property (4)</b>	<i>“Holiday apartments”</i>

## 5. In your view what is the current role of a regulator?

	Frequency	Percent
To enforce rules and regulations and provide advice	157	79.3%
To enforce rules and regulations	38	19.2%
No response	3	1.5%
<b>Total</b>	<b>198</b>	<b>100%</b>

Respondents were asked to select one answer from the list above or comment in the box provided for other answers. Some respondents made a choice from both the list and wrote a comment in the “other” box.

## Other

Category	Comments made by respondents
All (5)	<p><i>"Mix depending on regulator."</i></p> <p><i>"On the fence"</i></p> <p><i>"Positive Environmental visit"</i></p> <p><i>"To help and encourage businesses to achieve the highest standards"</i></p> <p><i>"Training also"</i></p>

## 6. In your view what SHOULD the role of the regulator be?

	Number*	Percent
Provide advice	183	92.4%
Assist businesses to understand their responsibilities	183	92.4%
Protect consumers, public health and wellbeing	180	90.9%
Enforce rules and regulations	171	86.4%
Enable businesses to comply	170	85.9%
Provide access to other sources of information	154	77.8%

*\*Please Note: Respondents were able to select more than one option*

## Other

Category	Comments made by respondents
All (2)	<p><i>"Provide the documentation in an easy format to be completed"</i></p> <p><i>"Understand the business sector they are supposed to regulate....."</i></p>

## 7. Do you think that regulators get the right balance between encouragement, education and enforcement?

	Number	Percent
Yes	113	57.1%
No	59	29.8%
Don't know	24	12.1%
No response	2	1.0%
<b>Total</b>	<b>198</b>	<b>100%</b>

**Please provide justification for your answer to question 7**

This question allowed respondents to make written comments. These comments have been grouped according to the respondents answer to question 7, and categorised into popular themes. The numbers in brackets indicate the number of responses in that theme. Individual comments may be classified under more than one theme.

Category	Comments made by respondents who answered "Yes" to Q7
<b>Varies (8)</b>	<i>"Depends on the regulator." "I have an MSc in Environmental Health and have experience of working in LA so I appreciate the work that is done and always find that if dealt with in the right way, regulators get the balance right, although there is sometimes inconsistency between officers."</i>
<b>Helpful (7)</b>	<i>"The regulators with whom I have had contact have been informative and helpful." "Educational seminars are offered and inspections have always been informative and encouraging"</i>
<b>No issues (6)</b>	<i>"Never had an issue." "No negatives issues to think otherwise."</i>
<b>Other (5)</b>	<i>"I believe if a business is not performing correctly advice is given for improvement."</i>
<b>No additional comments (4)</b>	<i>"No additional comments".</i>

Category	Comments made by respondents who answered "No" to Q7
<b>More advice / guidance (19)</b>	<i>"Poor experiences where regulators have come in and not provided guidance just criticised." "Would be helpful to have more interaction by way of training and advice to impart and update knowledge through learning." "They do not receive a great deal of input."</i>
<b>Too much enforcement (13)</b>	<i>"Too much enforcement (which may be needed at times). More helpful approach is needed." "Too heavy handed health &amp; safety look for problems that don't exist to justify their existence. Even when they comply perfectly they will keep searching so they can criticise at least area." "Focus seems to be more on enforcement than providing advice."</i>



<b>Support / encouragement (9)</b>	<p><i>"Never had any encouragement or education at all. Just been pure criticism."</i></p> <p><i>"Increasingly the regulators are just there to enforce legislation, and not to advise or enable."</i></p>
<b>Other (8)</b>	<p><i>"Full of public sector workers who don't understand the real world."</i></p> <p><i>"Rules are made without enough consultation."</i></p>
<b>Varies (6)</b>	<p><i>"Right know I believe they are restricted to enforcement. However, we recently had the opportunity to attend an allergen free awareness session, and we have had a local health and safety officer provide advice to use following an incident, providing a great resource of information."</i></p> <p><i>"Depends on the regulator. Some individuals have better attitudes than others."</i></p>
<b>Not enough enforcement (3)</b>	<p><i>"Although I understand the need for advice I feel there are times when stronger enforcement should be taken especially when it is not a genuine business but purely set up to commit crime and rip people off."</i></p>
<b>Under funded (3)</b>	<p><i>"There's no money to do any part of the job properly - the availability of budget determines what is done - the tail is wagging the dog."</i></p>

<b>Category</b>	<b>Comments made by respondents who answered "Don't know" to Q7</b>
<b>Varies (4)</b>	<p><i>"Seem very heavy handed on some issues and let others off with no action. And they seem desperate for cash."</i></p>
<b>Other (4)</b>	<p><i>"Maybe a little more education when new regulations come in. Or even notice that they have. There is quite a lot of responsibility on us to know it is there and we are a very small business that can miss important changes."</i></p>

**8. When thinking about the actions of regulators, how much do you agree with the following statements?**

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	No response
Encourage me to seek advice on how to comply	23.2%	56.6%	12.1%	1.5%	6.1%	0.5%
Always explain the reason for their visits to my business	34.3%	51.0%	4.0%	2.0%	7.1%	1.5%
Enforce the law in a way that is fair and proportionate	22.2%	55.1%	7.6%	2.0%	12.6%	0.5%
Are consistent in the advice they provide me and the way they enforce the law	20.2%	47.0%	13.1%	5.6%	13.6%	0.5%
Coordinate services to minimise unnecessary overlaps & duplication	12.1%	44.4%	15.7%	3.5%	22.2%	2.0%
Consult with me when developing policies, plans, procedures and service standards	9.6%	32.3%	31.8%	14.1%	10.6%	1.5%
Provide timely advice and guidance	19.2%	53.0%	11.1%	5.1%	11.1%	0.5%

**9. When thinking about the role of regulators, how much do you agree with the following statements?**

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	No response
Regulators should pre-book an appointment before they visit	24.2%	33.8%	29.8%	6.6%	4.5%	1.0%
Regulators should inform the business how they intend to conduct an inspection/visit	39.4%	50.0%	6.1%	2.0%	0.5%	2.0%
Regulators should provide full feedback after a visit	64.6%	33.3%	0.0%	0.5%	0.5%	1.0%
Feedback should always be given to businesses whether positive or negative	67.7%	29.8%	0.0%	0.5%	0.5%	1.5%
Businesses should be encouraged to provide feedback on the regulators' performance	35.9%	52.0%	5.6%	0.5%	5.1%	1.0%
Regulators should provide advice to new and existing businesses	49.0%	48.0%	0.0%	1.0%	1.0%	1.0%
Regulators should take enforcement action where appropriate	41.4%	54.0%	1.0%	0.0%	2.0%	1.5%

**10. When thinking about regulation and its impact on economic growth, do you agree or disagree with the following statements?**

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	No response
If my business was found to be non-compliant I would be concerned that this would affect our reputation with customers	58.1%	37.4%	2.5%	1.0%	1.0%	0.0%
Regulation helps to ensure a level playing field for business and consumers	34.3%	54.5%	5.1%	3.5%	2.5%	0.0%
It matters to my business that our customers know that we invest in compliance	45.5%	40.9%	6.6%	3.0%	3.5%	0.5%

**11. What level of understanding do you think regulatory officers have of the pressures faced by business?**

	Number	Percent
Very good understanding	23	11.6%
Good understanding	84	42.4%
Limited understanding	71	35.9%
No understanding	14	7.1%
No response	6	3.0%
<b>Total</b>	<b>198</b>	<b>100%</b>

**Please provide justification for your answer to question 11**

This question allowed respondents to make written comments. These comments have been grouped according to the respondents answer to question 11, and categorised into popular themes. The numbers in brackets indicate the number of responses in that theme. Individual comments may be classified under more than one theme.

Category	Comments made by respondents who answered "Very good understanding" to Q11
<b>Tailored (6)</b>	<i>"Our environmental health inspector, will look at us as an individual setting and our level of service/food preparation and hygiene routines"</i>
<b>Other (6)</b>	<i>"The current economic climate means that everyone is under pressure, and the regulators don't want to see businesses fail if they can help it."</i>
<b>Knowledge (4)</b>	<i>"Based on our experience with the local environmental health visitor who exhibited excellent knowledge and understanding of our needs and demands"</i>

Category	Comments made by respondents who answered "Good understanding" to Q11
<b>Knowledge / awareness (19)</b>	<p><i>"Reasonable knowledge although he appreciates it is hard to be an expert in every industry."</i></p> <p><i>"I believe anyone with half a brain would understand the financial constraints that businesses have been under. They would also appreciate that we have many other factors as I am sure they do within their jobs that put us under pressure."</i></p> <p><i>"He has attended several seminars and feels regulators have a good understanding."</i></p>
<b>Other (9)</b>	<p><i>"I haven't met enough regulators to judge one way or another, but I don't think it matters much whether they do understand business pressures. It's for the business owner to cope with business pressures; not the regulator."</i></p> <p><i>"People can become complacent when in a job for too long and can make assumptions about a business and the operator without taking the time to try and understand."</i></p>
<b>Varies (8)</b>	<p><i>"Although I have ticked good understanding it can depend on the officer you have."</i></p> <p><i>"They need to be reminded of the pressures from time to time."</i></p>
<b>No issues (7)</b>	<p><i>"in our experience this is so"</i></p> <p><i>"Not had any previous issues to think otherwise."</i></p>
<b>Regulation (7)</b>	<p><i>"I believe they have a reasonable understanding dependant on the business. Some managers are restricted with certain aspects of a business in order to comply because the business is rented and therefore have to deal with the owner / landlord which can put you in a difficult position."</i></p> <p><i>"Regular visits, and a good history of the business concerned allows the officers to understand how quickly new regulations can be integrated into the daily operations of that premises."</i></p>

Category	Comments made by respondents who answered "Limited understanding" to Q11
<b>Industry experience / knowledge (15)</b>	<p><i>"Because they have never done the job of the businesses they are visiting."</i></p> <p><i>"I personally feel that unless you have run a business you will be unaware of all the pressures and regulations you have to comply with, which are also ever changing and not always notified to businesses."</i></p> <p><i>"Haven't spent enough time with the business."</i></p>

<p><b>Varies (14)</b></p>	<p><i>“Has felt officers have not always had consistent level of knowledge.”</i></p> <p><i>“It really depends on the individual officer. Some seem to have a much better grasp of this than others. Possibly it depends on what their background prior to their current job i.e. -did they work in industry beforehand or have they always worked within local or national government.”</i></p> <p><i>“Varies from regulator to regulator. Often they are not aware of financial constraints (disability act is a good example of changes which can be costly).”</i></p>
<p><b>Finance (12)</b></p>	<p><i>“As a small business it is tough and finances are limited and the finance is not always there to change things immediately but you are expected to whether it bankrupts you or not. Legislation changes so much it is difficult to keep up and being informed about changes to legislation is limited.”</i></p> <p><i>“They get paid at the end of each pay period whether they do their job well or not. A business only gets paid on results. They have no understanding of how revenues are within the businesses or the stress involved.”</i></p> <p><i>“Varies from regulator to regulator. Often they are not aware of financial constraints (disability act is a good example of changes which can be costly).”</i></p>
<p><b>Regulation (12)</b></p>	<p><i>“The new regulation from 2012 requiring a declaration on wine labels as to whether egg whites have been used to fine the wine, does not allow a 'may contain' type statement. But the cost of a post bottling test could add at least 50p to the cost of a bottle. The Wine Standards Inspector admitted that they had no idea of analysis costs.”</i></p> <p><i>“As a small business, the cost implication and time constraints to maintain and keep up with all regulations and know and be aware of any legislative changes is huge. As legislation changes we are required to know when and how without any real guidance apart from a handbook.”</i></p> <p><i>“On occasions officers do not appreciate the amount time that paperwork/practical time it takes to comply.”</i></p>
<p><b>Other (5)</b></p>	<p><i>“Few people understand just how difficult it is for small businesses to conform to regulation and keep up with them, provide service to customers, make a profit and deal with the 1001 things that assail you every day.”</i></p> <p><i>“I think they should judge premises on visible standard of cleanliness and practices NOT just on whether paper work is up to date! Up to date paperwork does not make somewhere clean!”</i></p>
<p><b>Not able to understand (5)</b></p>	<p><i>“Different sized businesses have different pressures, and regulatory officers cannot possibly understand ALL these. Can be quite frustrating!”</i></p>

Category	Comments made by respondents who answered “Very good understanding” to Q11
<b>Approach (4)</b>	<i>“The nature of the officers employed is to be "rigid" and "uncompromising". As a business we have to look after our customers and we do not understand why our regulators can not consider us as their customers.”</i>
<b>Business experience (3)</b>	<i>“The public sector generally has little understanding of businesses”</i>
<b>Regulation (2)</b>	<i>“Regulators forget that some hotel proprietors live on site and this should be taken into account when inspections are carried out. I.e. the kitchen could have two fridges (one for personal and one for guests) personal fridges should not succumb to the same levels of scrutiny as the hotel fridge (food safety).”</i>
<b>Other (2)</b>	<i>“Don’t understand we have limited money available.”</i>

**12. Following on from question 11, how do you think regulatory officer’s knowledge, of the pressures faced by business, could be improved?**

Some of the comments appear to show the question may have been misread as “do you think regulatory officer’s knowledge, of the pressures faced by business, could be improved?”

Category	Comments made by respondents
<b>Spend time with businesses (35)</b>	<i>“Perhaps have meetings with business owners occasionally to get a grasp on all the pressures that we are under.”</i> <i>“They need to have enough time available during inspections / appointments to get to know the business and its issues. The same officer should always visit the same businesses where possible.”</i> <i>“Keep on doing what they are doing, spending time with business and listening.”</i>
<b>Knowledge of industry (32)</b>	<i>“Could conduct more research into the industries they regulate.”</i> <i>“It is not possible for all regulatory officers to obtain an in-depth knowledge of something they have never experienced.”</i> <i>“Up to date and relevant training is always essential to further enhance the regulator’s knowledge.”</i>

<b>Work experience (28)</b>	<p><i>"Perhaps through experience of working with businesses or speaking to them about their experience?"</i></p> <p><i>"Take staff from industry."</i></p> <p><i>"Possibly gaining experience in that particular field. Not every officer will have done every trade."</i></p>
<b>Communication (21)</b>	<p><i>"Open discussion of current pressures could be encouraged as part of education events/courses."</i></p> <p><i>"I think better and more formalised consultation with businesses would be very useful."</i></p> <p><i>"More meeting forums between business and regulators."</i></p>
<b>Other (18)</b>	<p><i>"Only insofar as The Food Safety Act (as amended) is open to liberal interpretation in some areas. This results in some operations being significantly more compliant than others."</i></p> <p><i>"They completely understand the pressures we are under, they just have an extremely bad personal attitude."</i></p> <p><i>"We have no problem with ours."</i></p>
<b>No (16)</b>	<p><i>"None comes to mind."</i></p> <p><i>"I don't think that the officer's knowledge could be improved. On all dealings that I have had with them, e.g. spot checks, training days, it has been evident that officers are fully aware of the pressures I face."</i></p>
<b>Don't know (7)</b>	<i>"Not sure."</i>
<b>Yes (5)</b>	<i>"Yes 100%."</i>

**13. In the main how would you describe your current relationship with regulators?**

	<b>Food Safety</b>	<b>Health &amp; Safety</b>	<b>Trading Standards</b>	<b>Licensing</b>	<b>Fire &amp; Rescue</b>
Very good	39.9%	25.8%	18.7%	18.2%	25.8%
Good	27.8%	31.3%	30.8%	22.7%	26.3%
Neither good nor bad	10.6%	20.2%	21.7%	18.2%	16.2%
Poor	1.0%	1.0%	1.5%	0.5%	2.5%
Very poor	2.0%	1.0%	1.0%	0.5%	1.5%
No relationship	16.7%	19.7%	23.2%	33.8%	24.7%
No response	2.0%	1.0%	3.0%	6.1%	3.0%

**14. Do you feel confident and comfortable to seek advice and assistance from regulators on all regulatory matters?**

	Number	Percent
Yes	154	77.8%
No	25	12.6%
Don't know	9	4.5%
No response	10	5.1%
<b>Total</b>	<b>198</b>	<b>100%</b>

**15. How satisfied or dissatisfied are you with the courteousness and professionalism of regulators?**

	Number	Percent
Very satisfied	96	48.5%
Fairly satisfied	52	26.3%
Neither satisfied nor dissatisfied	27	13.6%
Fairly dissatisfied	4	2.0%
Very dissatisfied	4	2.0%
Don't know	9	4.5%
No response	6	3.0%
<b>Total</b>	<b>198</b>	<b>100%</b>

**16. How much do you value the service provided by regulatory services?**

	Food Safety	Health & Safety	Trading Standards	Licensing	Fire & Rescue
Highly valued	54.0%	37.9%	26.8%	24.2%	43.4%
Valued	22.7%	26.8%	34.8%	26.3%	23.2%
Indifferent	12.6%	22.7%	26.8%	29.3%	19.7%
Poorly valued	2.5%	3.5%	1.5%	1.5%	2.5%
Not valued at all	3.5%	2.5%	1.5%	6.6%	4.0%
No response	4.5%	6.6%	8.6%	12.1%	7.1%



**17. Can you tell us of a good experience you have had when dealing with a regulatory service? (Food Safety, Health & Safety, Trading Standards, Licensing, Fire Safety)**

Category	Comments made by respondents
<p><b>No (53)</b></p>	<p><i>"No experience."</i></p> <p><i>"No specific issues although in general very happy with the regular contact from food standards agency."</i></p> <p><i>"I haven't had a good experience yet."</i></p>
<p><b>Food safety (48)</b></p>	<p><i>"Food safety inspection carried out at the beginning of the year was helpful and instructive."</i></p> <p><i>"Food Safety inspection was very open and direct, the officer was keen to interact and gain necessary information in a professional pleasant manner."</i></p> <p><i>"Assistance with the introduction of the new allergen regulations. Advice on setting up our kitchen to comply with regulation and to be cost effective when we started the business 11 years ago, which meant we did not spend money on equipment that did not comply or we did not need."</i></p>
<p><b>Fire Safety (22)</b></p>	<p><i>"Fire Safety officer giving advice and support re fire risk assessments before and after refurbishment"</i></p> <p><i>"... Fire &amp; Rescue - advice sought as to regulations to be met in a Grade II* listed building; clear advice given."</i></p> <p><i>"Had a fire on site which prompted a fire safety inspection. She was nervous about the inspection although was extremely impressed with the inspector and the advice and guidance he gave. Very approachable, friendly and made her feel that he was there to help and not judge."</i></p>
<p><b>Generally Positive (21)</b></p>	<p><i>"A willingness to explore all the possibilities on offer."</i></p> <p><i>"Following an anonymous complaint about my business, the regulator came to see me during a particularly busy lunchtime. The complaint was dealt with thoroughly, but discreetly, &amp; with the minimum of fuss."</i></p>
<p><b>Trading Standards (12)</b></p>	<p><i>"Trading standards spend a good deal of time with us when they visit. The officer is very helpful and consults with colleagues as necessary. Last time we had a particularly unusual issue and he brought a colleague along for a second opinion."</i></p> <p><i>"Trading Standards has been brilliant with their support."</i></p>
<p><b>Environmental Health (9)</b></p>	<p><i>"When we took on the hotel we requested the EHO to visit to provide an independent view of our current starting plans &amp; how we were intending to proceed, we found this very helpful."</i></p> <p><i>"The Environmental Officer was very helpful to me when I started my business, full of information and guidance."</i></p>

<b>Licensing (7)</b>	<p><i>"Licensing were very helpful when advising and helping us submit our application for changes to premises license."</i></p> <p><i>"....our Licensing Authority has always treated us fairly and our concerns and opinions seem to be taken seriously. We have a really good working relationship ...."</i></p>
<b>Health and Safety (6)</b>	<p><i>"At our last Health &amp; Safety Inspection I felt comfortable enough with the inspector to ask advice from her and was given it in a respectful manner and not made to feel incompetent."</i></p> <p><i>"Health &amp; Safety have visited and they have a great relationship, she cares about her job and spends time to go through every detail."</i></p>
<b>Other (5)</b>	<p><i>"We were once sent a colourful "NOW WASH YOUR HANDS POSTER"."</i></p> <p><i>"Yes but did not wish to give examples."</i></p>

**18. If you have had a bad experience when dealing with a regulatory service, can you tell us more? (Food Safety, Health & Safety, Trading Standards, Licensing, Fire Safety)**

Category	Comments made by respondents
<b>N/A or None (75)</b>	<p><i>"No bad experiences"</i></p> <p><i>"No notable experiences."</i></p> <p><i>"I have not had a bad experience."</i></p>
<b>Communication (12)</b>	<p><i>"Not booking appointment, coming to a seasonal place when previously saying they would not come that season, and then being particularly harsh, and not understanding a person with excellent English but not native English."</i></p> <p><i>"Regulators in general rarely returns call and there is a lack of accountability. Main issues are with the councils and not regulators".</i></p>
<b>Fire Safety (12)</b>	<p><i>"Fire safety inspectors are always so negative and unsympathetic to the realities of old buildings and being a small business with limited capacity to fund expensive alterations."</i></p> <p><i>"A Fire Service rep apologised that he was unable to visit a premises to provide advice 'because they were now the regulator and so they couldn't do both'."</i></p>

<p><b>Food Safety (10)</b></p>	<p><i>“Just turning up at the worst moment and looking at snapshots of a business in the middle of August. All jobs are undertaken every day just not at 2am or 6am before work. We clean the fridges out at 11am not before breakfast. We should not be judged at 09:15. We work 17.5 to 18 hour days for 7 days a week. Our schedule is to suit us not you and we are not in the habit of poisoning guests”</i></p> <p><i>“Only that when we registered as a food related business with the council it wasn't automatic that the food safety agency was informed. I had to phone them up much later to ask why they hadn't been and they knew nothing about us! The two things should go hand in hand or we should have been told otherwise at the time.”</i></p>
<p><b>Trading Standards (9)</b></p>	<p><i>“Trading Standards - She was visited about 7-8 years ago by trading standards and felt the person was cold and impersonal.”</i></p> <p><i>“Trading Standards can be heavy handed, though this has improved recently. There is very little understanding of a really small business and the pressures that we face.”</i></p>
<p><b>Other (8)</b></p>	<p><i>“No single thing. Just the general impression that the authorities look for problems that don't exist and perpetuate and support an ever growing system which is not rooted in common sense. Every year regulation becomes more obtuse and involved leaving people in business ever more frustrated and confused. Personally I am looking forward to the day I can raise two fingers to all the little people with clipboards and leave their foolishness behind.”</i></p>
<p><b>Health and Safety (4)</b></p>	<p><i>“Health and safety regulators suffer from over-zealous application of legislation to the point it can make a business un-viable. They have mostly forgotten that H&amp;S is supposed to aid a business operate, not hinder it, and have certainly forgotten the most important phrase 'take reasonable precautions' in the elimination of risks identified.”</i></p>
<p><b>Licensing (3)</b></p>	<p><i>“Licensing - They didn't know that they were not allowed to play music above a certain level. The lady from licensing who came to speak to them was abrupt and rude and not courteous.”</i></p>

**19. Please state which of the following areas of regulation you find MOST difficult to implement in your business.**

	Number	Percent
Health and Safety	66	33.3%
No response	47	23.7%
Food Safety	27	13.6%
Consumer Protection e.g. in relation to fair trading, consumer credit or product safety	26	13.1%
Fire Safety	24	12.1%
Licensing of alcohol, taxis, gambling, entertainment or security personnel	8	4.0%
<b>Total</b>	<b>198</b>	<b>100%</b>

Respondents were asked to select one answer from the list above or comment in the box provided for other answers. Some respondents made a choice from both the list and wrote a comment in the “other” box.

**Other**

Category	Comments made by respondents
<b>None of these (20)</b>	<p><i>“None are difficult.”</i></p> <p><i>“None of the above - we have numerous external audits for compliance - fairly easy to attain now.”</i></p> <p><i>“I do not have difficulty with any of the above.”</i></p>
<b>Other (12)</b>	<p><i>“All the same”</i></p> <p><i>“Confusing rules and very arbitrary”</i></p>
<b>Fire Safety (3)</b>	<p><i>“Due to age of property, however advice from Fire Safety helped enormously on what we can/cannot do.”</i></p>
<b>Food safety (2)</b>	<p><i>“Understanding food labelling legislation”</i></p>
<b>All (2)</b>	<p><i>“New regulations regardless of regulator. They are all as difficult as each other.”</i></p>

**20. Which area of regulation do you feel is the MOST important to you and your business?**

	Number	Percent
Food Safety	91	46.0%
Health and Safety	39	19.7%
Fire Safety	28	14.1%
No response	17	8.6%
Consumer Protection e.g. in relation to fair trading, consumer credit or product safety	15	7.6%
Licensing of alcohol, taxis, gambling, entertainment or security personnel	8	4.0%
<b>Total</b>	<b>198</b>	<b>100%</b>

Respondents were asked to select one answer from the list above or comment in the box provided for other answers. Some respondents made a choice from both the list and wrote a comment in the “other” box.

**Other**

Category	Comments made by respondents
<b>All equal (9)</b>	<i>“All of these are equally important to protect both customers and staff” “It’s not possible to rank these they are all equally important”</i>
<b>Combination (5)</b>	<i>“Food &amp; fire equally important” “As a school obviously health &amp; safety and fire safety is also paramount”</i>
<b>None (2)</b>	<i>“None in particular”</i>

**21. When thinking about complying with regulations how much of a burden do you find the following activities?**

	No burden at all	A small burden	A big burden	Don't know	No response
Finding Information about which regulations apply to my business	25.8%	41.4%	26.3%	4.0%	2.5%
Finding guidance and advice explaining what I have to do to comply with a given regulation	26.8%	42.4%	26.3%	2.0%	2.5%
Completing paperwork, including filling out forms and keeping records	20.2%	35.4%	38.4%	2.5%	3.5%
Being ready for and dealing with inspections	43.9%	37.9%	11.6%	4.5%	2.0%
Having to keep up to date with the introduction of new regulations	17.2%	45.5%	33.3%	2.0%	2.0%
Updating policies for my business when regulations change or new ones are introduced	19.2%	47.5%	28.8%	2.5%	2.0%
Having to find the right organisation to contact about regulatory matters	32.3%	40.9%	21.2%	3.5%	2.0%

**22. How easy is it to get advice on regulatory matters?**

	Number	Percent
Very easy	33	16.7%
Fairly easy	103	52.0%
Not very easy	21	10.6%
Not easy at all	21	10.6%
Don't know	14	7.1%
No response	6	3.0%
<b>Total</b>	<b>198</b>	<b>100%</b>

### 23. Where do you go for advice and support on regulatory matters?

	Number*	Percent
Government departments' website e.g. Health and Safety Executive, Food Standards Agency	143	72.2%
Directly to the regulator e.g. Fire Officer, Council Officer	123	62.1%
Council Website	114	57.6%
Fire & Rescue Service Website	70	35.4%
Trade association or similar e.g. chamber of commerce, Federation of Small Business	70	35.4%
External specialist consultant	53	26.8%
Private legal advice	31	15.7%
Don't know	2	1.0%

\*Please Note: Respondents were able to select more than one option

#### Other

Category	Comments made by respondents
Internet (3)	<i>"Does not look for support other than google searches on non-government websites."</i>
Other businesses (4)	<i>"Colleagues in the same business"</i>
Organisations (2)	<i>"Council Departments"</i>

### 24. Which of the options do you use MOST OFTEN for advice and support?

	Number*	Percent
Directly to the regulator e.g. Fire Officer, Council Officer	51	25.8%
Fire & Rescue Service Website	12	6.1%
Council Website	44	22.2%
Government departments' website e.g. Health and Safety Executive, Food Standards Agency	89	44.9%
Private legal advice	4	2.0%
Trade association or similar e.g. chamber of commerce, Federation of Small Business	25	12.6%
External specialist consultant	29	14.6%
Don't know	2	1.0%
No response	0	0.0%

\*Respondents were asked to select one answer from the list above or comment in the box provided for other answers. 49 respondents have made more than one selection from the list.

## Other

Category	Comments made by respondents
All (9)	<p><i>"Council Departments"</i></p> <p><i>"Google Searches"</i></p> <p><i>"Internal H&amp;S department"</i></p> <p><i>"Internet"</i></p> <p><i>"Phone another publican or the council."</i></p> <p><i>"...I generally contact the council for advice."</i></p> <p><i>"Random Websites not necessary .gov"</i></p> <p><i>"Visit Brittan Website, visits and emails."</i></p> <p><i>"Website - Other Councils not Torbay."</i></p>

## 25. What is the MAIN way you contact regulatory officers for advice?

	Number	Percent
Telephone	76	38.4%
Email	32	16.2%
Through the website	31	15.7%
During an inspection	30	15.2%
I don't	24	12.1%
No response	4	2.0%
Through social media i.e. Twitter, Facebook	1	0.5%
<b>Total</b>	<b>198</b>	<b>100%</b>

Respondents were asked to select one answer from the list above or comment in the box provided for other answers. Some respondents made a choice from both the list and wrote a comment in the "other" box.

## Other

Category	Comments made by respondents
All (4)	<p><i>"An inspection of my premises (home) would be a waste of everyone's time - especially if risk based"</i></p> <p><i>"Council by phone, Government by email."</i></p> <p><i>"Other Publicans"</i></p> <p><i>"Post"</i></p>



**26. How would you prefer to receive information and/or advice about complying with regulation?**

	Number	Percent
Email	90	45.5%
A tailored visit purely to give advice	53	26.8%
During an inspection	18	9.1%
Telephone	13	6.6%
No response	14	7.1%
Through the website	9	4.5%
Through social media i.e. Twitter, Facebook	1	0.5%
<b>Total</b>	<b>198</b>	<b>100%</b>

**Other**

Category	Comments made by respondents
<b>Post (10)</b>	<i>"Post"</i> <i>"Email or post"</i>
<b>Other (2)</b>	<i>"Through ONE crystal clear, authoritative and consolidated website download document."</i>
<b>No preference (2)</b>	<i>"No preference"</i>

**27. Would you be willing to pay for specific business advice, support or training on regulatory matters?**

	Number	Percent
Yes	66	33.3%
No	128	64.6%
No response	4	2.0%
<b>Total</b>	<b>198</b>	<b>100%</b>

**28. Is there any other information or advice on regulation you would like that you are not currently receiving?**

<b>Category</b>	<b>Comments made by respondents</b>
<b>No (70)</b>	<i>"No. Regulators should provide information prior to visits by post." "Not at this time." "No"</i>
<b>Other (13)</b>	<i>"The main issue is that we don't know what we are not receiving" "When will we reach a stage when you ask relevant businesses whether/how to change/increase legislation based on some failing we/you have identified? If there is no new failing don't change things for the sake of it."</i>
<b>Information (13)</b>	<i>"I think that every time legislation changes an information pack of what the new legislation means and how businesses need to adapt to comply." "It would be really helpful to have a business log in to be able to access council information and or updates. It would also be very beneficial to have access to online training as provided through the food standards website on allergens, this again was free and accessible."</i>
<b>Training (4)</b>	<i>"...Payment for business advice, support or training on regulatory matters would be considered if there were an identified, tangible payback."</i>
<b>Health &amp; Safety (3)</b>	<i>"Health &amp; Safety Advice."</i>
<b>Fire Safety (2)</b>	<i>"Clearer advice on fire safety."</i>

**29. How helpful would you find having a single contact point for all regulatory matters?**

	<b>Number</b>	<b>Percent</b>
Very helpful	120	60.6%
Fairly helpful	41	20.7%
Neither helpful nor unhelpful	22	11.1%
Fairly unhelpful	7	3.5%
Very unhelpful	5	2.5%
No response	3	1.5%
<b>Total</b>	<b>198</b>	<b>100%</b>

**30. Do you have any other comments you wish to make in relation to regulation in Devon and Somerset?**

Category	Comments made by respondents
<p><b>No (58)</b></p>	<p><i>“No additional Comments.”</i>  <i>“No, all covered previously although would be happy to be contacted to discuss it more.”</i></p>
<p><b>Regulation (12)</b></p>	<p><i>“The biggest gripe I have is about inconsistent application of the rules. We are totally committed to conforming to regulation but repeatedly see other businesses flouting rules or being subject to such less stringent rules. This inevitably has financial implications and allows them to trade at an unfair competitive advantage.”</i></p> <p><i>“Just be mindful that we are small businesses working high number of hours under enormous pressure with few staff and making less than minimum wage. Stop piling on rule changes, paperwork changes etc. You would be on strike if you worked under the pressures we do.”</i></p>
<p><b>Other (12)</b></p>	<p><i>“Mine is such a small business that I'm not sure that my very limited experience is of much consequence.”</i></p> <p><i>“Regulators do a difficult job. They need time, proper support and resources to do their job successfully and for the good of both businesses and the public.”</i></p>
<p><b>Information (10)</b></p>	<p><i>“A start up pack to each new business with the contacts for each specific area such as fire, health and safety food etc would be a very good start. Specific web addresses for legislation paperwork would also be of help.”</i></p> <p><i>“Didn't get a great deal of advice on Allergens and would have preferred more concise information to be sent rather than having to scour the web for answers.”</i></p>
<p><b>Availability (8)</b></p>	<p><i>“I like having local regulatory officers, as any problems or questions I have can be dealt with quickly by people who are aware of the local community, and the problems faced therein.”</i></p> <p><i>“Would like more contact as has only seen a regulator once in 12 years.”</i></p>
<p><b>Single point of contact (7)</b></p>	<p><i>“A single point of contact for all services seems a bit too ambitious. It would be perfect if we had one person for each service, and that person stays as your business' point of contact and advice in the long term.”</i></p> <p><i>“Would prefer regulators to be one body rather than individual regulators.”</i></p>

<b>Communication (7)</b>	<p><i>“A bit more common sense from regulators as some advice is far too petty.”</i></p> <p><i>“Regulators could be more aware of the peak periods in the hotel trade as often visits take place during periods where staff do not have enough time to give to sit down and have lengthy discussions.”</i></p>
<b>Training (6)</b>	<p><i>“You need to train regulators to treat businesses as people/customers, they are not the enemy and they are not intent on deliberately breaking regulations to kill people.”</i></p> <p><i>“Looking at the model that some other borough councils have, where by they DO provide free online training tools for businesses that sign up would be great. Although as a small business a charge for everything would not be within our remit, a nominal yearly charge would be great if we then had access to free information and training, such as food safety, manual handling etc”.</i></p>

**31. If you would be interested in being involved in future consultations in order to continue to improve the way we work, please provide your contact details.**

Any contact details submitted by respondents have been passed to the relevant council department. Respondents were informed that if they chose to submit personal information e.g. contact information it will be shared with the Regulatory Consortium Members.

## 5. Respondent Profile

**32. Are you?**

	Number	Percent
Male	105	53.0%
Female	84	42.4%
No response	9	4.5%
<b>Total</b>	<b>198</b>	<b>100%</b>

**33. Which of the following age groups applies to you?**

	Number	Percent
0 – 15	0	0.0%
16 – 24	0	0.0%
25 – 34	12	6.1%
35 – 44	37	18.7%
45 – 54	79	39.9%
55 – 64	47	23.7%
65 –74	8	4.0%
75+	1	0.5%
No response	14	7.1%
<b>Total</b>	<b>198</b>	<b>100%</b>

**34. Do you consider yourself to be disabled in any way?**

	Number	Percent
Yes	7	3.5%
No	175	88.4%
No response	16	8.1%
<b>Total</b>	<b>198</b>	<b>100%</b>

**35. If yes please tell us how it affects you.**

	Number*
It affects my mobility	3
It affects my vision	0
It affects my hearing	1
It affects me in another way	4

*\*Please Note: Respondents were able to select more than one option*

## 6. Conclusion

Around half (51%) of all businesses that responded to this survey employ between 1 and 10 people also half have been trading 20 years or less. Half of the total number of respondents told us their business operates in the hospitality industry. This could explain why 46.0% of respondents selected Food Safety as the area of regulation they felt is the most important to them and their business.

The vast majority (79.3%) feel the current role of the regulator is to enforce rules and regulations *and* provide advice. Respondents were asked: What *should* the role of the regulator be? They were given the options: Enforce rules and regulations, provide advice, enable businesses to comply, protect consumers, public health and wellbeing, provide access to other sources of information, and assist businesses to understand their responsibilities. Respondents were able to select more than one option so the percentages are calculated by how many times each option was selected by the total number of respondents.

The result was a similar selection across all the options with a 14.6% difference between the joint most popular and least popular selection. All these aspects of the role of regulator are valued by businesses.

When thinking about the actions of regulators, most respondents either strongly agreed or agreed that regulators: Encourage them to seek advice on how to comply, always explain the reason for visits to their business, enforce the law in a way that is fair and proportionate, are consistent in the advice they provide them and the way they enforce the law, coordinate services to minimise unnecessary overlaps & duplication and provide timely advice and guidance. However when asked if they agreed that regulators should consult with them when developing policies, plans, procedures and service standards, the majority of respondents (by a small margin) either disagreed or strongly disagreed.

The vast majority of respondents either agreed or strongly agreed that regulators should: pre-book an appointment before they visit, inform the business how they intend to conduct an inspection/visit, provide full feedback after a visit, always give feedback to businesses whether positive or negative, encourage businesses to provide feedback on the regulators' performance, provide advice to new and existing businesses, and take enforcement action where appropriate.

More than 85% of respondents agree or strongly agree that: If their business was found to be non-compliant they would be concerned that this would affect their reputation with customers, regulation helps to ensure a level playing field for business and consumers and It matters to their business that their customers know that they invest in compliance.

Over half of respondents thought that regulatory officers have a good or very good understanding of the pressures faced by business', however over a third consider regulatory officers' understanding to be limited.

All the regulatory services were either highly valued or valued by the majority of respondents and most have not had a bad experience with any of them. Over half think regulators get the right balance between encouragement, education and enforcement and the vast majority are either very satisfied or satisfied with the courteousness and professionalism of regulators, have a good relationship with them, and feel confident and comfortable to seek advice and assistance on regulatory matters.

Health and safety was felt to be the most difficult area of regulation respondents had to implement into their businesses.

Completing paperwork when complying with regulations was felt to be the biggest burden for businesses (by a small margin). Finding information, guidance, keeping up to date with regulations, updating policies and having to find the right organisation to contact were all deemed small burdens by the majority of respondents. The only activity that was not chosen by the majority as a burden was: Being ready and dealing with inspections.

When answering question 24: Which of the options do you use *most often* for advice and support? Respondents were asked to select one answer from the list. 49 respondents chose more than one answer. However the top 4 ranked choices are the same when comparing the one answer only responses with the total responses (multiple or not). These are (most popular choice first): Government departments' website, directly to the regulator, Council website and external specialist consultant.

Most people would not be willing to pay for specific business advice, support or training on regulatory matters but the majority of them would find a single contact point for all regulatory matters helpful. Currently most of them contact regulatory services via the telephone and most go to government department websites for advice and support on regulatory matters. The majority of respondents would prefer to receive information about complying with regulation via email.

The majority of respondents feel it is either very easy or easy to get advice on regulatory matters and most respondents feel there is no other information or advice on regulation they would like that they are not currently receiving.

The gender split between respondents is close to even with 53.0% male and 42.4% female (4.5% did not answer this question).

For further information please contact the Policy Performance and Review team on 01803 207227 or email [consultation@torbay.gov.uk](mailto:consultation@torbay.gov.uk)

The information used to collate this report has been collected and processed in accordance with the Data Protection Act, 1998.





**Devon & Somerset Better Business for All (BBfA)  
Regulatory Services Partnership (RSP) Terms of Reference**

**Title**

The programme will be known as Better Business for All (BBfA) in line with the national pathfinder programme endorsed by the Better Regulation Delivery Office (BRDO), part of The Department for Business, Innovation & Skills (BIS).

**Purpose**

To build a local partnership between businesses and regulators across Devon & Somerset to promote local economic prosperity, whilst maintaining public protection.

**LEP Strategy Fit**

This project fits with the need to remove barriers to business growth and meets the core aim ‘Creating the Conditions for Growth’ and the priority for growth ‘Business’ as detailed in the Heart of the South West Local Enterprise Partnership (HotSWLEP) Strategic Economic Plan 2014-30 (as highlighted).

CORE AIM →	<b>Creating the Conditions for Growth</b> - <i>Improving our infrastructure and services to underpin growth</i>	<b>Maximising Productivity and Employment Opportunities</b> - <i>stimulating jobs and growth across the whole economy</i>	<b>Capitalising on our Distinctive Assets</b> - <i>Utilising our distinctive assets to create opportunities for business growth and better jobs</i>
PRIORITY FOR GROWTH ↓			
<b>Place</b>	Infrastructure for growth: <ul style="list-style-type: none"> <li>• Transport and accessibility</li> <li>• Digital infrastructure</li> <li>• Sustainable solutions for flood management</li> <li>• Energy Infrastructure</li> </ul>	The infrastructure and facilities to create more and better employment: <ul style="list-style-type: none"> <li>• Enterprise infrastructure</li> <li>• Strategic employment sites</li> <li>• Unlocking housing growth</li> </ul>	The infrastructure and facilities needed to support higher value growth: <ul style="list-style-type: none"> <li>• Specialist marine sites</li> <li>• Science/Innovation infrastructure</li> <li>• Maximising our environmental assets</li> </ul>
<b>Business</b>	Creating a favourable business environment <ul style="list-style-type: none"> <li>• A simpler, more accessible, business support system, tailored to our needs                             <ul style="list-style-type: none"> <li>o Improving access to finance</li> <li>o Stimulating enterprise and growth</li> </ul> </li> </ul>	Achieving more sustainable and broadly based business growth: <ul style="list-style-type: none"> <li>• Reaching new markets (on-line, supply chains, public sector)</li> <li>• Globalisation (exports and inward investment)</li> </ul>	Supporting higher value growth: <ul style="list-style-type: none"> <li>• Innovation through Smart Specialisation</li> <li>• Building our capacity for innovation</li> </ul>

<b>People</b>	Creating a responsive environment, where businesses and individuals can reach their potential: <ul style="list-style-type: none"> <li>• Skills infrastructure and facilities</li> <li>• Accessibility to education/employment (transport, careers advice and digital inclusion)</li> <li>• Employer engagement and ownership</li> </ul>	Increasing employment, progression and workforce skills. <ul style="list-style-type: none"> <li>• Moving people into employment</li> <li>• Supporting people to progress to better jobs</li> <li>• Improving workforce skills</li> </ul>	Creating a world class workforce to support higher value growth: <ul style="list-style-type: none"> <li>• Enterprise and business skills</li> <li>• Technical and higher level skills development and retention</li> <li>• Maximising the skills and employment opportunities aligned to our transformational opportunities.</li> </ul>
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**BBfA Key objectives**

- ✓ To reduce regulatory burden on businesses across Devon & Somerset by easing real and perceived burdens for business
- ✓ To ensure the consistent delivery of regulatory services
- ✓ To support businesses by making regulations easier to access and understand
- ✓ To build better relationships with the business community built upon trust, understanding and a desire to improve together in terms of compliance with regulation and support of business growth
- ✓ To provide a business support and advice service that is accessible, trustworthy and reliable
- ✓ To play a role in creating a level playing field in which businesses can flourish
- ✓ To support economic growth
- ✓ Businesses to understand their responsibilities and access advice and support to aid compliance

**Remit and Key Relationships:**

Initially, the programme will cover Devon & Somerset Council’s Environmental Health & Trading Standards Teams and Devon & Somerset Fire Rescue but it is hoped that in future, the programme may be extended to housing standards, planning and building control and cover other national regulators such as Environment Agency, Health and Safety Executive & Food Standards Agency.

The relationship between the private sector and the public sector will be key to the success of this programme.

Regulatory representatives will ensure that their Services and staff are fully signed up to the aims and objectives of the programme.

Administrative support will be provided by Torbay Council.

**Membership**

The following regulatory authorities, services and business support are committed to the BBfA programme:

Torbay Council  
 Plymouth CC  
 Teignbridge DC  
 East Devon DC  
 North Devon Council  
 Torridge DC  
 Mid Devon DC

Mendip DC  
 South Somerset DC  
 Sedgemoor DC  
 Taunton Deane BC  
 West Somerset Council  
 Devon & Somerset Trading Standards  
 Devon & Somerset Fire & Rescue

Exeter CC  
South Hams DC  
West Devon BC

GAIN (Growth Acceleration Innovation Network)  
Devon Economic Development Officers Group  
Somerset Economic Development Officers Group

**Steering Group**

The Steering Group is made up of regulatory representatives, LEP representative(s) and business representative(s) and will provide direction to the programme.

**Meetings**

Meetings will last approximately three hours, be held every 6-8 weeks and chaired by the Commercial Team Environmental Health Manager of Torbay Council. Minutes of meetings will be recorded and emailed to every member of the partnership.

**Decision Making**

The Steering Group will be responsible for making decisions. Members of the meeting will then be updated on any such decisions at the next RSP meeting.

**Recording of Decisions**

Decision making will be accurately recorded in the meeting minutes.

**Task & Finish Groups**

Task & finish groups will be decided at the Steering Group and then volunteers will be canvassed to be part of a Task & Finish Group at the RSP meeting.

**Resources**

Establishing a BBfA partnership in Devon & Somerset will be facilitated by Torbay Council who have offered a member of the Community Safety Team to liaise between members, organise meetings and offer administrative support.

Officers based in Council Environmental Health Departments and officers in the Fire Service will be responsible for delivery of this programme

We have also been awarded a modest grant of £7,000 by the BRDO (November 2014), which has to be spent by 31<sup>st</sup> March 2015, to help establish a BBfA partnership within Devon & Somerset and to embark on a programme of culture change with regulatory officers.

For help, support and guidance during the BBfA implementation process we have a contact at the BRDO, Kathryn Preece, Programme Manager, and we have also been allocated a mentor by the BRDO Teresa Isaacs.

**Review**

Terms of reference will be reviewed annually and as appropriate throughout the year as the programme develops.

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## **Devon & Somerset Better Business for All (BBfA) Steering Group (SG) Terms of Reference**

### **Title**

The programme will be known as *Better Business for All*. There will be a Steering Group which will provide direction to the programme.

### **Aim**

The aim of the programme is to create the conditions for an effective and efficient regulatory system to support business growth through removing real and perceived regulatory barriers.

### **Key objectives**

The programme will develop a new relationship between businesses and regulatory services through:

- Seeking to reduce the regulatory burden on businesses, whilst ensuring compliance.
- Promote the BBfA ethos across Devon & Somerset's regulatory services
- Promoting two way communications between businesses and regulatory services.
- Improving the business perception of regulators.
- Supporting regulators to find the right balance between encouragement, education and enforcement.
- Developing a joint offer of support from regulatory services for businesses including the Growth Hub
- Building trust of both regulators and businesses.
- Advising government how to do things better for both businesses and regulators.

### **Remit**

- The programme aims to engage with the Heart of the South West Local Enterprise Partnership (HotSW LEP) so that the LEP can influence and contribute to the BBfA programme. This will be done through the LEP's Business Leadership Group.
- The Steering Group will establish, where appropriate, Task & Finish groups to complete specific tasks to ensure objectives are achieved. The membership of Task & Finish groups will reflect the nature of the task. The Task & Finish groups will be accountable to the Steering Group.
- The Steering Group will regularly liaise with the Business Focus Panel to ensure the programme is meeting the needs of local businesses.
- The Regulatory Services Partnership will be represented on the Steering Group.

### **Membership**

Membership of the Steering Group will include a nominated representative at an appropriate level of seniority from the following organisations:

- HotSW LEP Representative
- Federation of Small Businesses Representative
- Devon & Somerset Fire & Rescue Service
- Devon & Somerset Trading Standards
- Economic Development Representative

- District Councils Environmental Health representatives (food safety, health & safety, licensing)
- Unitary Authority Environmental Health Representatives (food safety, health & safety, licensing, Trading standards)

The Steering Group may co-opt additional members on a permanent or temporary basis according to need. A designated alternative may attend meetings although this is to be discouraged.

Potential new Steering Group Members will be proposed to the whole Steering Group for approval before being appointed. The majority of the Members must agree before the new Member is appointed.

### **Chair**

The Chair of the Steering Group will be Tim Milson.

### **Administrative Support**

Administrative support will be provided by Torbay.

### **Meetings**

During the first 12 months the Partnership will aim to meet every 6 weeks. Meeting dates will be set in advance and notified to all members.

### **Review**

Terms of reference will be reviewed annually and as appropriate throughout the year.

## **Fire Safety Risk Assessors Seminar held at Devon and Somerset Headquarters**

In April 2015 Devon and Somerset Fire and Rescue Service (DSFRS) successfully prosecuted a Fire Safety Risk Assessor (risk assessor) due to failures under the Regulatory Reform (Fire Safety) Order 2005 (also known as the FSO or Fire Safety Order).

This was only the 3<sup>rd</sup> time a risk assessor had been prosecuted under the Order by a Fire and Rescue Service since the legislation came into force.

As part of DSFRS policy to assist businesses to achieve compliance, (in preference to taking legal action, which is always a last resort) the prosecution was publicised as widely as possible.

The purpose of this was;

- to raise awareness of the varying standards of persons trading as Fire Safety Risk Assessors;
- to publicise that DSFRS will take appropriate action against those responsible for serious breaches
- to invite Fire Safety Risk Assessors to a seminar which was held on 11<sup>th</sup> September 2015 at DSFRS headquarters in Exeter.
- to open lines of communication between the fire service and Fire Safety Risk Assessors, with the aim of promoting an understanding of each other's roles and expectations.

Particular focus was placed on the contents and standards of the fire safety risk assessment, which is a vital ingredient to achieving compliance with the Fire Safety Order.

### **What did we aim to achieve in the long term?**

Developing this understanding and cooperative approach will in turn (hopefully) ensure that the businesses employing Fire Safety Risk Assessors are assured of receiving sufficient guidance to achieve and maintain compliance with fire safety requirements.

This not only promotes safety for those working, visiting or staying in the region but also reduces the incidents of fires and ensures that when fires do occur, that the impact is limited because suitable fire safety measures should be in place.

This leads to a reduction in the loss of business activity due to fire, promoting productivity and prosperity for the community.

Note: 80% of businesses do not recover from the impact of a serious fire

### **The topics covered at the seminar**

As this was the first time DSFRS had hosted this type of event, it was difficult to know exactly what should be discussed, but there were some key topics which were considered to be essential to ensuring the seminar achieved its goal.

It was also important to stress from the outset that the seminar was not a training or teaching event.

**Topics covered;**

- Legal background – ‘The law versus you’
  - It was important that the risk assessors understood how they were responsible under the Fire Safety Order, as many believed they were not culpable.
- Common issues for DSFRS
  - Examples of issues found with sub-standard guidance or Fire Risk Assessments were presented, including a detailed case study of the prosecution taken in April 2015
- Common issues for FRAs
  - It was important that the risk assessors were allowed the opportunity to comment on the issues they have found when dealing with DSFRS and other Fire and Rescue Services
- When does your involvement end?
  - Although risk assessors are generally employed to complete a specific task, and they may do this very well, frequently the business owner does not always understand or follow the advice given by the risk assessor. Ensuring the business owner has understood the findings and recommendations of the risk assessor is very important to ensuring a satisfactory standard of fire safety is achieved and maintained. Some risk assessors said they ensured this occurred by going through their reports with the business owner and making follow-up appointments to check progress, but others said, although they always went through their report with the business owner, the contract arrangements did not (usually) include follow up support, because business owners did not want to commit to a long term cost or contract.
- Qualifications?
  - There is no legal requirement to be qualified to trade as a risk assessor and there are many different training courses which can be taken which claim to provide the necessary skills. A presentation was given outlining an approach which involves 3rd party accreditations, National Occupational Standards (NOS) and industry specific qualifications. It was generally agreed that this was the best way forward to ensuring a consistent standard and professionalism for the fire safety risk assessment industry.
- Example of DSFRS audit process
  - In order for the risk assessors to understand the areas which are covered by DSFRS when premises are inspected (by Fire Protection Officers) the inspection and auditing process was covered in some detail. It was felt that having an understanding of this process would enable the risk assessors to ensure they had a system which covered and addressed the same topics.
- DSFRS expectations
  - The main purpose of the seminar was to develop a working relationship and understanding of the expectations of the fire service, with a view to



achieving a consistent and compliant outcome, preventing friction and challenges to approaches, without this understanding it would be difficult to have this outcome.

- DSFRS and FRAs - finally, we asked;
  1. What can we do for you?
  2. What do you think we could do better?
  3. What could you do better?
  4. Are you able to speak to us freely?
  5. Do you want to work with us?
    - These questions were asked to create a forum for honest discussion and feedback, with the intention of continued dialogue to promote engagement and improve cooperative working, where appropriate.

### **The evaluation**

Following the seminar each attendee was contacted and sent copies of all presentations and asked to complete a simple survey (using survey monkey).

The overall feedback from the survey was very positive, though there were some comments on improvements for future events, which will be taken on board.

Examples below;

Question: What did you like about the seminar?

‘The floor was always open for discussion on all topics at any stage of a given presentation. This highlighted areas of confusion and areas most guests agreed on.’

‘Open, honest and frank discussion making it very clear where the fire service is now, how and why the change of stance and the lead towards better exchanges of information and ideas in the future.’

‘All from FB approachable and knowledgeable’

Question: What did you dislike about the seminar?

‘there was a lot covered and traffic was a nightmare getting home’

Question: Is there anything else you’d like to share about the seminar?

‘It was a difficult task to pull off a seminar on Fire Risk Assessments that would appeal to both those that undertake them and those that need them but on the whole I believe the balance was about right, it perhaps could have benefited from a greater presence and input from those that provide 3rd party accreditation to assessors. A definite thumbs up!!’

‘As someone new to the industry I did not feel completely out of my depth during the day. Everything was made clear and broke everything down in group discussion which was very helpful to observe and note upon.’

‘Thoroughly informative and enjoyable and have recommended colleagues to attend the next one.’

**Next Steps**

- Maintain contact with attendees via email
- Investigate potential of hosting repeat event
- Publicise DSFRS appetite to engage with businesses.

If anyone reading this is interested in attending a compliance event hosted by DSFRS, or would like to sponsor an event please contact Paul Bray, Community Safety Protection manager via email [pbray@dsfire.gov.uk](mailto:pbray@dsfire.gov.uk)